

AUTOMATED SET UP OF WEB-BASED CONVERSATIONAL NATURAL LANGUAGE INTERFACE

ABSTRACT OF THE DISCLOSURE

5 A procedure automates the process of setting up an instance of a
conversational natural language interface for a Web site. By automating the
process of setting up a new Web site, the process enables a new interface to be
created by anyone. Subsequent manual tuning of the interface is possible and
much easier to do than creating an interface from scratch. In order to set up an
10 instance of a natural language conversational interface, it is necessary to
define a hierarchy of topics into which individual documents or Web pages
can be classified, provide a keyword index for those documents for an
associated search engine, and for each node in the hierarchy, specify a
mechanism for associating an input natural language (NL) query to the node.